

MAY 2026

Castle Surgery - May 2026



7,844

↓ -517 (8,361)

Total number of calls to surgery:



3,368

↓ -449 (3,817)

Number of calls answered within two minutes:



964

↑ 2 (962)

Number of calls abandoned:



20,163

↓ -1,883 (22,046)

Items issued via prescription:



367

↓ -11 (378)

Referrals Made:



181

↓ -5 (186)

Fit Notes Issued:



4,225

↓ -109 (4,334)

Administrative Communications Issued (letters/emails):



1,685

↑ 227 (1,458)

Text Messages Sent and Received:



1,620

↓ -3 (1,623)

Total digital requests submitted to practice:



4,685

↓ -100 (4,785)

Appointments - Total:



4,133 (88.218%)

↓ -137 (4,270)

Appointments - Seen:



552 (11.782%)

↑ 37 (515)

Appointments - DNA: